# PHOENIX

## DEMO SUPPLEMENTARY DOCUMENTATION
## 3rd November 1999

Phoenix

Marketing / Distribution by Hasbro Interactive and MicroProse Software Ltd.

Check the Phoenix Web Site for details of support files.
You can find the site at http://phoenix.team17.com

**Note:** All web site and email support documents are English language only.



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### 1.0 General Issues

### 1.1 Introduction

**Welcome to Phoenix**
Thank you for sampling Phoenix from Team17 Software Ltd., Hasbro Interactive and MicroProse Software Ltd. It is strongly recommended that you read this document fully to get the most recent information about key issues related to the installation and running of the Phoenix demo. This will enable you to get the maximum enjoyment from the game and ensure that you have trouble-free play.

**Demo Overview**
This demo consists of three playable missions that introduce you to the world of Phoenix and two quick-start skirmish mode challenges which launch you quickly into the thick of the action.

**Note:** Phoenix demo supports a fixed screen resolution of 640x480 with any display device method and does not currently support any higher resolutions in the release version. This feature may possibly be included in an updated revision.

## 1.2 Installation

### System Requirements

If you are experiencing any form of problem whatsoever with the Phoenix demo please ensure that your computer system complies with the minimum requirements for the program listed below.

- IBM PC Intel Pentium II ® 266Mhz and compatibles or faster. PIII 450Mhz or faster recommended.
- Microsoft Windows95 ® or Windows98 ® operating system.
- Microsoft ® DirectX™ 7 or later.
- 64Mb System RAM. 128Mb or more recommended.
- 100Mb Hard Drive Space. 300Mb free post-install (virtual memory).
- Quad-speed CD-ROM. Eight-speed or faster recommended.
- Microsoft ® Mouse™ or compatible pointing device.
- Microsoft ® Direct3D™ compatible 4Mb videocard. 16Mb or more recommended.
- 3Dfx™ Glide ® compatible videocard (optional).
- Microsoft ® DirectSound™ compatible soundcard. 16-bit recommended.
- Microsoft ® DirectInput™ compatible joystick or joypad. Rudder / throttle control recommended.

If this is not the case you will most likely experience severe performance problems during and after the install procedure. Team17 cannot be held responsible for any damage sustained to your system software if installation on a non-compliant OS, software or hardware configuration is performed as a consequence.

**Note:** Phoenix has been developed and tested under Windows 95/98 environment and is not guaranteed fully compatible under WindowsNT4.0 or Windows 2000 Professional Operating Systems.

### Performance Improvement Recommendations

As with the majority of entertainment software titles that run under the Windows operating system, you should ensure that you have the maximum amount of system resources available. If you experience any form of performance problem please consult the recommendations list outlined below.

- Play the Phoenix demo directly after initialising your system.
- Increase your amount of system RAM.
- Defrag your hard drive prior to the installation of Phoenix.
- Ensure your hard drive has enough free space available post-install should Windows need it to create virtual memory. We recommend that a minimum of 300Mb of space be freely available for this purpose.
- Use a video card that has a minimum of 8Mb RAM, preferably one with 3D hardware support, or 16Mb or more of memory for playing Phoenix, especially when playing in higher detail modes.
- Set your Windows desktop at a lower resolution and colour depth. The minimum requirement for this is 256 colours at 640x480 resolution.
- Ensure that your monitor display is set correctly within Windows.
- Switch to software rendering if you encounter any display problems whatsoever.
- Reduce ingame detail to a lower setting.
- Reduce sound quality to a lower setting.
- Do not install and run the game in compressed hard drive and/or partitions.
- Do not run the game in unison with background applications resident. Problems may occur especially with software that puts high demand on system resources or has scheduling options such as disk scanners, disk defragmentation programs or virus checkers. It is also advisable if you are running Microsoft Internet Explorer 5 or later that you disable the active desktop prior to commencing play.
- Do not run the game in unison with background tools resident that either generates a toolbar on your Windows desktop or alternatively has an icon within your Windows systray. For example if your system has the Microsoft Office toolbar enabled please close this down before commencing play.
- Do not minimise or switch tasks during play and quit out of the game should you require access to the full resources available on your system. Phoenix is not designed to run at the same time as other major Windows titles and applications. Continually minimising and task switching between the game and other applications may lead to system problems due to the amount of resources required.

### Laptop Systems

Because of the limitations of laptop system hardware configurations we cannot therefore guarantee full compatibility with types that are currently available. This is especially true on systems with compacted keyboards that incorporate keys that are assigned with multiple functions.

### Keyboard Limitations
Some keyboards are limited in that they may not recognise certain combinations of three or more simultaneously pressed keys. If this is evident during play this problem is not software based but is directly attributed to the hardware limitations of the keyboard.

### 16bit MS-DOS CD-ROM Device Drivers
If you experience an error code prompt interruption during the installation procedure there may be a possibility that there is a conflict with MS-DOS CD-ROM device driver software. If this is the case then you will require an update to a 32bit Windows CD-ROM device driver to alleviate the problem. Please consult your CD-ROM drive manufacturer regarding this or alternatively contact your hardware vendor.

### Power Saving Modes
Some systems incorporate power saving functions that may inadvertently interfere with the running of Phoenix. It is therefore recommended to disable such functions as these prior to playing the game.

**Note:** Phoenix is a single player game for single computer environment only and does not currently support any form of multi-player network gaming in the release version, but this feature may possibly be included in an updated revision.

### 3D Video Hardware Accelerator Support
The following chipsets have been tested with Phoenix, but due to the large variation of 3D video hardware system configurations and software driver requirements, we cannot therefore guarantee full compatibility with other chipsets (or individual manufacturer types of tested chipsets) that are currently available.

It is strongly recommended that if you experience any display abnormalities whatsoever, such as graphical corruption or other such problems, that you contact the individual manufacturer in the first instance. As an alternative you may possibly obtain and use the reference drivers (provided by the chipset manufacturer) to more effectively alleviate the problem.

**Note:** Take extreme care when updating display software drivers within your system, please ensure that you are using compatible drivers, as you will encounter problems with non-compliant drivers. Team17 cannot be held responsible for any damage sustained to your system if any such installation is subsequently performed outside of recommended manufacturer guidelines.

**Direct3D**
3Dlabs Permedia 2
ATI Rage 128
ATI Rage II
ATI Rage Pro
Matrox G100
Matrox G200
Matrox G400
nVidia Riva 128
nVidia Riva TNT1
nVidia Riva TNT2
S3 Savage4

**Glide**
3Dfx Voodoo 2
3Dfx Voodoo 3
3Dfx Voodoo Banshee
3Dfx Voodoo Graphics
3Dfx Voodoo Rush

## 2.0 DirectX Issues

### 2.1 DirectX Installation / Microsoft Information
DirectX is an extension to your existing operating system and is produced by Microsoft Corporation and is not a

product of Team17 Software Ltd. During initial installation or an update of DirectX it may possibly affect the workings of other programs or hardware components that you have within your system. This is in no way linked to Phoenix but can be known to occur after a DirectX install completes some hardware and software driver updates. If you do encounter any problems whatsoever after a DirectX installation please refer to the Microsoft Corporation Web Site at **http://www.microsoft.com** for further details.

If you are unsure as to whether or not the video and sound hardware components of your computer system are fully compliant with DirectX you can consult the latest database located on the Microsoft Website:

**http://www.microsoft.com/directx/overview/hardware/vidcardlist.asp**
**http://www.microsoft.com/directx/overview/hardware/soundcardlist.asp**

### 2.2 DX Diagnostics

The DirectX Diagnostic Utility (DXDiag) that is comprised within DirectX 7 will enable you to establish individual hardware components within your Windows 95/98 system in order to verify their compatibility. If any components are non-compliant please contact your hardware manufacturer primarily for possible software driver updates. In all situations we recommend that you update any system drivers for your devices from the guidelines that are stipulated by your hardware manufacturer.

- From Windows 95/98 desktop click on the icon labelled MY COMPUTER.
- Open the folder for your primary hard drive C:\.
- Open the PROGRAM FILES \ DIRECTX \ SETUP subfolder.
- Locate the icon labelled DXDiag and double-click on it with the left mouse button.
- After DXDiag has evaluated your system you will see a text box detailing your system information.
- Locate the gadget SAVE INFORMATION and click on it to save this info as a text file (you will be prompted for a name to assign to this file and a destination folder).
- View the file using the Notepad program located within your Windows START BAR \ PROGRAMS \ ACCESSORIES submenu.
- In the DXDiag text file the Display Devices section indicates the version and date of your videocard drivers. If these indicate FINAL RETAIL or CERTIFIED respectively then your videocard is DirectX compliant. Please note that if your system has two independent display devices you may have to determine this in the Display2 section to match your Phoenix display device selection.
- In the DXDiag text file the Sound Devices section indicates the version and date of your soundcard drivers. If these indicate FINAL RETAIL or CERTIFIED respectively then your soundcard is DirectX compliant.
- In the DXDiag text file the Input Devices section indicates the version and date of your game controller drivers. If these indicate FINAL RETAIL or CERTIFIED respectively then your controller is DirectX compliant.
- If your components are compliant and you are still experiencing problems it is most probable that the problem is not DirectX related. Please contact us for further advice in this case.

### 2.3 Direct3D

The Direct3D component of DirectX determines how hardware accelerated 3D graphics are displayed within Phoenix. Please consult the DX Diagnostics section within this chapter to check for DirectX compliance.

If you are experiencing video problems with your display device there is a possibility that the chipset or bios of the card is not fully compliant with Direct3D. For further details on this please visit the Microsoft Web Site for troubleshooting advice or alternatively contact your hardware vendor. You will find a collection of known problems listed below.

#### Video Hardware Acceleration

When running the game the graphics seem to run at a very slow rate a possible conflict may have occurred with the video driver and hardware acceleration.

- Select 'My Computer' with right mouse button.
- Select 'Properties'.
- Select 'Performance'.
- Select 'Graphics'.
- Select 'Hardware acceleration' and reduce accordingly.
- Restart the computer.

Alternatively in some cases the hardware acceleration on your system may be set to 'none' and may have actually

disabled DirectX display usage. In this case the acceleration level should be increased accordingly.

## 2.4 DirectSound

The DirectSound component of DirectX determines how sound is played within Phoenix. If you are experiencing audio problems with your soundcard there is a possibility that the software drivers for the card are not fully compliant with DirectSound. It is highly likely that you will require a driver update. For further details on this please contact your hardware vendor. Please consult the DX Diagnostics section within this chapter to check for DirectX compliance or to test your soundcard for compatibility.

### External Sound Control Systems

Some systems incorporate sound control programs that have to be configured separately from the standard Windows sound mixer. If you experience any problems in this case please consult the documentation that was supplied with your sound device.

## 2.5 DirectInput

The DirectInput component of DirectX determines how game controllers are handled within Phoenix. Please consult the DX Diagnostics section within this chapter to check for DirectX compliance. It is recommended that you have a joystick or joypad controller (preferably analogue with rudder / throttle support) connected, installed and calibrated correctly within your computer system in order to achieve best results when playing Phoenix. Please ensure that you have the very latest drivers for your controller for optimum performance:

### Joystick Calibration

If you experience any problems whatsoever with controlling your craft during play then your joystick may be incorrectly or badly calibrated. Please ensure that this is not the case by following these steps below:

- Select 'Start Menu'.
- Select 'Settings'.
- Select 'Control Panel'.
- Select 'Game Controllers'.
- Select 'General'.
- Select 'Properties'.
- Select 'Settings'.
- Select 'Calibrate'.
- Follow on-screen instructions.

# 3.0 Video Issues

## 3.1 Video Configuration Utility

### Selecting Rendering Type

Phoenix is supplied with an external video selector utility for the purpose of selecting a rendering device prior to commencing the game. When specifying a rendering type the display devices that are available in your system will be automatically shown within the drop down menu beneath it. For instance, to achieve this from the default program group, please follow the steps below:

- Select 'Start Menu'.
- Select 'Team17'.
- Select 'Phoenix'.
- Select 'Configure Phoenix'.
- Select ‘Renderer’ preferred type.
- Select ‘Display’ preferred type.
- Select ‘Launch Phoenix’.

### Available Rendering Modes

The four supported modes that are available include Software, Direct3D, Direct3D NPO and Voodoo. Please note that the secondary Direct3D NPO (No Pixel Offset) option is for older video devices if you experience any compatibility problems.

Software - Native support for systems without video hardware acceleration.
Direct3D - Native support for DirectX compliant video devices.
Direct3D NPO - Native support for DirectX compliant legacy video devices.
Voodoo - Native support for Glide compliant video devices.

## 3.2 Software

### Software Rendering

Phoenix includes a software rendering mode to enable support with computer systems that do not possess the benefit of graphics hardware acceleration. Please note that where possible you should use hardware acceleration if available in the first instance when playing the game. The software engine is much more demanding for resources on your computer system and will affect overall game performance.

### Bump Mapping

Please note that the Phoenix game engine does not support video texture bump mapping under hardware acceleration and this feature is only supported within software mode. It is also not possible to enable bump mapping without specular mapping being highlighted. The aforementioned option is a required resource and will be automatically enabled if the bump mapping feature is subsequently selected.

## 3.3 Glide

### Voodoo Based Cards

We recommend that you use the very latest reference drivers if you encounter any problems on a system with a Voodoo Graphics, Voodoo2 or Voodoo3 card installed. The drivers may be located at their web site at **http://www.3dfx.com.** Alternatively contact your hardware manufacturer for specific driver updates.

**Note:** Take extreme care when updating display software drivers within your system, please ensure that you are using compatible drivers, as you will encounter problems with non-compliant drivers. Team17 cannot be held responsible for any damage sustained to your system if any such installation is subsequently performed outside of recommended manufacturer guidelines.

## 4.0 Contact Information

**Team17 Software Ltd**


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**Email:** support@team17.com (auto response / 3-5 days manual response)


## 5.0 Credits

### PC Development Team

Lead Programming and Design - Andy Clitheroe
Lead Programming and Design - Charles Blessing

Lead Art and Design - Andy Morriss
Lead Art - Mike Green
Scripting - Susan Clitheroe
Additional Design - John Dennis, John Eggett, Mark Baldwin
Installer - Martin Randall
Music and SFX - Bjorn Lynne
Additional Code Support - Rob Hill
FMV Sequences - Neil South, Mark Taylor, Rory Little, Rory McLeish, Cris Blyth
Mission Design and Building - John Eggett, Mark Baldwin, Andy Clitheroe
Producer - Nik Wild

**Additional Credits**
Voice Characterisations - Matinée Studios
Motion Capture - Televirtual

**Team17 Quality Assurance**
Quality Assurance Senior Test - Andy Aveyard, Paul Webb, Brian Fitzpatrick
Quality Assurance Testers - Grant Towell, Kevin Carthew, Craig Midgley, Dave Smith, Barney Neale
Quality Assurance Manager - Paul Field

## 6.0 Notices

### 6.1 Epilepsy Warning

Computer monitors usually display at a sufficient high frequency so that in most situations they do not induce any seizures from displayed images, even with individuals already diagnosed as having photosensitive epilepsy. However there are very rare extreme cases of people having been susceptible to high flash frequencies (flashing lights or patterns) even though they have not been previously diagnosed as having epilepsy. This can sometimes result in the form of an epileptic seizure or even a loss of consciousness.

In the interests of your health and safety if you do have any form of epilepsy please consult a physician prior to playing. Similarly, this is also advised if a member of your family suffers from epilepsy. During play if you are experiencing dizziness, headache, muscle or eye spasms, vision problems, disorientation or any ill effects whatsoever discontinue play immediately. When playing Phoenix we therefore recommend the following steps to minimise any possible risk:

- Do not play for prolonged periods, especially when suffering from tiredness or sleep deprivation.
- Make sure that the room you are playing in is well lit, preferably with an ordinary light rather than from a fluorescent tube.
- Have regular break intervals between play sessions, preferably 10 to 15 minutes every hour.
- Do not situate yourself too close to the screen.